



WVLS Report to the MCPL Board of Trustees

on its progress on service goals outlined in the

2022 WVLS Expectations Assessment Worksheet

November 21, 2022

This document is an interim summary of the 45-page July – September third quarter WVLS Expectations & Assessments Report that WVLS shared with the MCPL Board on September 19. Please note that the goals listed in the Expectations Assessment Worksheet are entirely compatible with the general service expectations of systems outlined in Wis Stat 43.24(2). The WVLS Team appreciates the sincere effort by MCPL Board members, administration and staff contributing to mutually enhanced communication, collaboration, and inter-agency relationships during 2022. We look forward to maintaining a strengthened partnership for the future. This interim summary provides an opportunity to solicit comments and questions prior to completion of the final WVLS report for presentation on December 19.

Improve opportunities to collaborate with like-size libraries

Wisconsin Valley Library Service (WVLS) will work with Marathon County Public Library (MCPL) to create opportunities to collaborate with similar-sized libraries state-wide.

SUCCESSFULLY ON TRACK!

WVLS facilitated a networking opportunity between MCPL staff and the Brown County Library (Green Bay) staff at the end of August. The morning portion of the day trip to BCL provided MCPL staff with a tour of the central library, and opportunities to visit with their counterparts. The afternoon's agenda continued conversations over lunch and concluded with an MCPL staff tour of BCL's Weyers-Hilliard Branch library located in Howard.

WVLS will facilitate partnerships between key players and mentors at similar-sized libraries.

SUCCESSFULLY COMPLETED!

Through the WVLS Mentorship Program, the MCPL Director was paired with the Brown County Library Director (Green Bay). Like MCPL, the Brown County Library is a consolidated county library with eight branches and serves as the resource library for the Nicolet Federated Library System.

Through this mentee/mentor relationship, the MCPL Director was made aware of monthly online meetings of other resource library directors. We anticipate these meetings will broaden

related to bibliographic records, and how they display in the integrated library system and public library catalogs.

MCPL has one staff member on **the V-Cat Cooperative Circulation Committee**. With representation from each county in the WVLS / V-Cat service area, and WVLS staff, this committee is charged with reviewing V-Cat circulation practices and procedures related to resource sharing and patron records.

Created by the V-Cat Council in February 2022, the **V-Cat ILS Evaluation and Review Committee** is a 10-member committee of colleagues from V-Cat member libraries, including two from MCPL, and WVLS staff. This committee is charged with reviewing available Integrated Library Systems / Library Service Platforms and their viability for the V-Cat Consortium. Ultimately the committee will be expected to present a recommendation to the V-Cat Council to either re-negotiate the current contract with Innovative Interfaces, Inc., or negotiate a new service contract with another vendor.

In addition to MCPL staff participation on the committees mentioned above, Marathon County may appoint seven representatives to the 15-member **WVLS Board of Trustees**.

The engagement and leadership by Marathon County staff and community members on WVLS advisory and decision-making bodies is essential to the establishment of an effective WVLS plan of service that benefits all libraries in central Wisconsin and the communities they serve.

A representative from WVLS will attend MCPL board meetings on a quarterly basis and give updates on expectations progress.

SUCCESSFULLY ON TRACK!

WVLS has attended three meetings of the MCPL board to report progress on the expectations outlined in the 2022 WVLS EXPECTATIONS WORKSHEET ASSESSMENT WORKSHEET.

During the MCPL Board's **March 21** meeting, WVLS also provided a demonstration on the new Aspen Discovery online catalog made available to Marathon County library users in early March.

The MCPL Board's **July 18** meeting featured a presentation on the WVLS Summer Library Performer Grant opportunity, Beanstack, and virtual and in-person meetings of youth services staff hosted by WVLS and IFLS Library System.

WVLS provided a brief orientation on the WVLS Continuing Education and Training Program to the MCPL Board during its **September 19** meeting.

WVLS plans to do a final presentation in 2022 at the MCPL Board meeting on **December 19**.

WVLS will help MCPL create an "onboarding" in-person/virtual training for new MCPL Board Members.

SUCCESSFULLY COMPLETED!

The MCPL Director suggested that WVLS develop a brief video that explains what public library systems are and how we/WVLS supports our member libraries. In September, WVLS released a 7-minute "Introduction to WVLS" video in which viewers learn:

- How public library systems started
- The purpose of public library systems
- How public library systems are governed
- The unique history between Marathon County Public Library and WVLS
- Some of the ways WVLS supports its member libraries

The link to the “Introduction to WVLS” video may be found on the WVLS website at <https://www.wvls.org/about-wvls/> and viewed [here](#).

WVLS will work with our Adult Services Librarian to come up with a viable plan for MCPL to digitize their Wisconsin collection and assist with any relevant grants needed (Project ION).

SUCCESSFULLY ON TRACK!

Beginning in April 2022, WVLS staff has met frequently with MCPL staff to consult on MCPL’s digitization project priorities, copyright issues, and grant opportunities. Options for training and mentoring opportunities with other member libraries that have integrated digitized materials into their Aspen Discovery catalogs have also been considered.

In early fall MCPL was awarded a \$1,000 Ideas to Action Grant from WiLS (Wisconsin Library Services) to support one of its digital projects and has been working on a National Endowment for the Humanities (NEH) grant and other opportunities with WVLS support.

A training provided by Aspen Genealogy and Local History in September reviewed how to use Aspen’s built-in genealogy records tool to record and share obituaries and other genealogical information, and how to increase discovery of local archives by adding digital copies of local history materials.

MCPL and WVLS recently began work to convert MCPL’s index to the *Wausau Daily Herald* to a format compatible with Aspen so that the indexes can be sideloaded into the Aspen genealogy and obituaries interface. This will make the archive much more accessible to MCPL patrons.

Central Wisconsin Digital Project (CWDP) archives were made available on the WVLS Aspen site and MCPL was invited to provide feedback about how collections, including MCPL’s digitized yearbooks, are displayed. Adjustments will be made once WVLS receives feedback from MCPL and the T. B. Scott library (Merrill), who have added most of the content to the CWDP archive. When needed adjustments are completed, the archive will be made available on the MCPL Aspen site.

WVLS will increase communication about the IDEA team (<https://nwls.wislib.org/join-the-idea-team/>) and what the team is currently working on to help reach our goal of a more inclusive library environment.

SUCCESSFULLY ON TRACK!

The IDEA team, originally formed with staff from WVLS and Northern Waters Library Service member libraries, disbanded in mid-2022 due to scheduling and capacity challenges.

An IDEA Team Advisory Committee is being formed statewide for 2022-2023, and a call for applicants was distributed through public library communication channels in October. The purpose of the IDEA Team is to facilitate and organize learning on topics related to diversity, equity, and inclusion (DEI) for Wisconsin public library workers. The WVLS / NWLS Inclusive Services Consultant was on last year's IDEA Team that organized the LSTA-funded, statewide learning project "WI Libraries Talk About Race."

The WVLS / NWLS Inclusive Services Consultant plans to invite MCPL staff to an online meeting to review the goals of the state's IDEA Team Advisory Committee and the WI Department of Public Instruction resources such as the "Inclusive Services Assessment and Guide" including 12 individual Qualtrics surveys, as well as services and support the system can offer MCPL to help reach its goal of having a more inclusive library environment. The WVLS / NWLS Inclusive Services Consultant has shared *Inclusive Services Updates* with member libraries throughout the year and is available to offer support upon request.

Improved integrated library system (ILS) functionality

Improved record subject headings.

SUCCESSFULLY COMPLETED!

Approximately 14,300 bibliographic records without subject headings were identified in the V-Cat database. Once the problem was identified, WVLS met frequently over several months with member library catalogers to provide guidance on how to improve these records. When their cleanup was finished, records were sent to a vendor for additional work. WVLS concluded the project by ensuring the few remaining records had either a general or local subject heading.

WVLS monitors full bibliographic records with monthly queries of the database. This query seeks bibliographic records without subject headings that are not marked as temporary. If records are incomplete, WVLS follows up with V-Cat catalogers to alert them to the error and request that the records be cleaned up.

As part of our ongoing objective to have thorough and accurate records in the V-Cat database, the cataloging staff at WVLS and 7 other public library systems are entering into a COOPERATIVE CATALOGING EXPLORATION PROJECT with the help of a federal grant approved by DPI. Some of the systems joining WVLS in this partnership include the Milwaukee County Federated Library System, the IFLS Library System headquartered in Eau Claire, and the Outagamie Waupaca Library System headquartered in Appleton.

By sharing their experiences and expertise, the 8 public library systems plan to:

- compile common cataloging practices across all systems.
- develop best practices for cooperative and centralized cataloging.
- establish standards for minimum and secondary cataloging levels.

More user-friendly interface for the public.

SUCCESSFULLY COMPLETED!

The new Aspen Discovery library catalog launched this spring provides a more user-friendly interface for the public. This new product allows MCPL to have its own custom-tailored catalog site to highlight new materials and special collections while still providing library users to access the variety of materials available throughout the V-Cat Consortium.

The WVLS Aspen Implementation Team worked with the MCPL Library Services Team to ensure the new Aspen Discovery library catalog would be configured to MCPL's expectations to best serve Marathon County library users.

Biennial review of new ILS products.

SUCCESSFULLY ON TRACK!

A review of new ILS software began in January of this year with the establishment of a V-Cat ILS Evaluation and Review Committee

Several months following its formation, the committee spent several months drafting a Request for information document.

In June, the RFI document was sent to six vendors, and began work on a scoring matrix to evaluate products. Following a review of proposals received from vendors, the committee selected three for further consideration – Carl, from The Library Corporation; Koha, which is supported by Bywater Solutions; and, Innovative's Sierra, the product currently used by the V-Cat Consortium.

Vendor demonstrations will be completed by the end of 2022. Library staff have been invited to attend demonstrations and provide feedback.

Work with ILS product developers to fix the issue of missing cover images in the catalog.

SUCCESSFULLY COMPLETED!

The new Aspen Discovery library catalog pulls in cover images from multiple sources and improves cover image availability for non-book formats.

As cover images are not available for all items, WVLS consulted with an attorney expert in Copyright Law to determine if uploading our generic cover images into Aspen for display in the catalog would be within Fair Use. The attorney affirmed that what WVLS proposed to do was legal. Following that consultation, WVLS worked with MCPL to upload generic cover images of MCPL artwork into the Aspen catalog.

Create weighted voting system to accurately represent our service population.

SUCCESSFULLY COMPLETED!

The by-laws of the V-Cat Consortium were updated in 2021 to institute a dual voting model that includes both representative and weighted voting.

The weighted vote calculation is based on collection size, circulation transactions and net lending to other libraries.

In 2022, MCPL's representative vote is 1 of a total 25 votes, while its weighted vote is 34 of the total 110 votes available.

Collaborative collection development to encourage a timely, broad, and extensive collection

Continue annual grant to provide MCPL with additional funding for physical holdings to broaden the scope of the fiction and nonfiction collections.

SUCCESSFULLY COMPLETED!

During its September 2021 meeting, the WVLS Board of Trustees approved a \$10,000 collection development grant for MCPL in 2022.

In September 2022, the WVLS Board of Trustees approved the continuation of this grant in 2023.

MCPL has received this grant from WVLS since 2015. The WVLS Board of Trustees and staff believe that supporting a deeper, broader collection of materials for the resource library is a benefit to library users across the WVLS area.

Increase communication between member libraries to collaborate on collection development in order to work towards a less repetitive catalog and work together to provide complementary collections.

SUCCESSFULLY ON TRACK!

In May, WVLS created a collection development email listserv to increase communication among member library staff involved in collection development. In addition, WVLS conducted a survey of library staff involved in collection development to determine needs for collection development support and opportunities for collaboration.

During a WVLS-hosted gathering in September of colleagues interested in collection development, feedback from the collection development survey was reviewed and resources for selecting new materials and weeding materials were shared. Notes and slides were shared with all member library staff participating in collection development.

The group identified a number of possible projects for collection development collaborations and plans to meet again in late February or early March 2023.

Help libraries collaborate to create services and collections that respond to needs of underserved populations.

SUCCESSFULLY ON TRACK!

The WVLS Advantage Collection Development workgroup received information in September about the WPLC (Wisconsin Public Library Consortium) Collection Development Committee's Diverse Collection Toolkit. This toolkit provides useful tips and information for selecting titles that are representative of all readers and users in Wisconsin.

Through frequent communications with colleagues, WVLS provides resources for member library staff to consult as they work to build, maintain, diversify, and evaluate their library collections. Resources developed and shared include a monthly "Starred Reviews Digest" email, collection development topics (selection; weeding, and policies), and topic areas in the V-Cat online catalog, as well as links to professional journal articles, reviews, blog posts, and websites. WVLS also offers online and in-person opportunities for librarians to discuss specific library collections in a targeted area or as a whole, and to share their collection development expertise with others.

Assist in the weeding of outdated materials at member libraries to maintain a healthy collection across the system and to prevent outdated and superseded materials from overloading the catalog and confusing patrons.

SUCCESSFULLY ON TRACK!

Upon request, WVLS offers training to libraries to create their own lists of materials for weeding consideration and will assist libraries completing inventories of their collections.

During the bibliographic records without subject headings project (update provided above), many libraries used their list of bibliographic records to do an inventory and to weed collections. This project assisted library staff in finding missing items that were still in the V-Cat database as well as outdated or damaged items.

In May, WVLS created a collection development email listserv to increase communication among member library staff involved in collection development. WVLS also conducted a survey of library staff involved in collection development to gather information on weeding practices and gauge needs for weeding support.

In July, the WVLS *Monday Mentions* announced a webinar opportunity on the topic of weeding outdated materials. On July 14, the webinar "Weed 'Em and Reap: Getting your Collection from Awful to Awesome" was hosted by OCLC, a global library organization that provides shared technology services, original research, and community programs for its membership and the library community at large.

In September, libraries with magazines older than five years were contacted and encouraged to inventory those holdings.

Work with MCPL to find a solution for preserving our community's paper of record, the Wausau Daily Herald.

SUCCESSFULLY ON TRACK!

Beginning in April 2022, WVLS staff has met frequently with MCPL staff to consult on MCPL's digitization project priorities, copyright issues, and grant opportunities. Options for training and mentoring opportunities with other member libraries that have integrated digitized materials into their Aspen Discovery catalogs have also been considered. The Wausau area yearbooks project will require fewer decisions regarding digitization, metadata, copyright, and platform than the digitization of oral histories, Wausau Daily Herald, and genealogical materials.

WVLS is working with MCPL on a National Endowment for the Humanities (NEH) National Digital Newspaper Program (NDNP) and other grant opportunities. The narrative for the WILS Ideas to Action grant application awarded to MCPL in early fall will be used for this application. The grant deadline is January 12, 2023.

MCPL and WVLS began work on converting the current MCPL index to the Wausau Daily Herald to a format compatible with Aspen so that the indexes can be sideloaded into the Aspen genealogy and obituaries interface. This will make the archive much more accessible to MCPL patrons.

Increased continuing education and professional development geared for larger libraries

WVLS should survey MCPL staff on continuing education needs and desires.

SUCCESSFULLY COMPLETED!

WVLS annually sends a survey to library directors as a way to identify and prioritize member libraries' continuing education and training needs. Feedback from the 2022 survey was shared as Exhibit A in the MCPL Recommendations Reports WVLS shared with the MCPL Board in July and September.

One CE opportunity that has broad appeal is the nationally renowned Wild Wisconsin Winter Web Conference coordinated annually by WVLS with help from two other systems, the South Central Library System (headquartered in Madison) and IFLS Library System (headquartered in Eau Claire). The 2-day conference this year offered 14 webinars, many of which covered topics relevant to large libraries. Examples include:

"Tools in Disaster Response for Libraries" presented the Deputy Librarian from New Jersey's State Library

"Welcome Aboard: Planning for New Employee Success" presented by Brown County Library's Deputy Director Emily Rogers

“Why Psychological Safety Matters Now More Than Ever” presented by two PhD consultants from Segal Consulting

WVLS and collaborating systems – the IFLS Library System, Northern Waters Library Service and the Southwest Library System – presented a Spring Webinar Series on topics suggested in the January 2022 Continuing Education Survey. The three webinars provided were:

- “Enhancing Your Workplace Culture”
- “Where Does the Money Come From? Public Library Funding in Wisconsin”
- “Public Libraries and Fake News: How to Educate and Connect with Your Community”

WVLS will host an annual in-service day for MCPL staff covering continuing education programming that is relevant to MCPL staff members with specialized knowledge and roles.

SUCCESSFULLY COMPLETED!

The MCPL Staff Inservice was held on September 16, at the MCPL Wausau location.

With input from the MCPL Director, WVLS arranged for the event, which included the development of the day’s agenda, provisioning speakers, catering refreshments, and acting as host for the event.

The morning of the staff in-service featured *“The Challenging Patron Workshop: Library Security, Safety, and Services at the Moment of Truth”* with nationally renowned speaker Steve Albrecht. The afternoon included a deeper dive into security scenarios with Albrecht, a team building exercise with Jamie Matczak, and meditation and relaxation with Mandy Wright.

WVLS will create a system orientation for new MCPL employees to improve awareness of WVLS services, staff and assistance that can be given to each staff member based on their role.

SUCCESSFULLY ON TRACK!

Orientations for new MCPL employees have been provided throughout the year.

The MCPL Director received several orientations from WVLS regarding administrative matters, including resources and tools available through WVLS and DPI to support the library’s service goals.

The MCPL Director suggested that WVLS develop a brief video that explains what public library systems are and how we/WVLS supports our member libraries. In September, WVLS released a 7-minute “Introduction to WVLS” video, mentioned on page 3 in this report.

Additional orientations with MCPL staff will continue through the end of year, and thereafter upon request.

WVLS will create *Digital Byte* training videos specific to MCPL professional development requests.

SUCCESSFULLY ON TRACK!

In April, WVLS reached out to the MCPL Director to solicit recommendations for *Digital Byte* training topics specific to MCPL professional development needs. Key MCPL staff suggested training videos on audio/video editing software tips and tricks, digitizing materials, storing local materials/archives, emerging technology/apps, free and easy software for publishing, and accessibility apps.

The *Digital Byte* training videos produced by WVLS thus far in 2022 include:

- [“Tools for People with Disabilities,”](#) reviews five mobile tools that MCPL staff can recommend to library patrons.
- [“Finding Books By Grade Level,”](#) offers tips on finding books at a particular reading level, and more specifically, how to search Aspen for books using Accelerated Reader book level and Accelerated Reader interest level filters.
- [“Breaking the Binary,”](#) features a discussion with Sarah Wargin from Northern Waters Library Service on pronouns, gender identity, gender expression, and more.
- [“Navigating the Legal Reference Interview,”](#) a training video developed through a collaboration with the Wisconsin State Law Library (WSLL). The first in a five-part series, this training features WSLL’s Web Services Librarian Carol Hassler addressing how to handle legal reference questions.
- [“Discovering Legal Resources,”](#) the second video in a 5-part series produced through a collaboration with the Wisconsin State Law Library (WSLL). In this training, Web Services Librarian Carol Hassler offers quick tips on legal research.
- [“Access to Justice”](#) in this third video in a 5-part series produced through a collaboration with the UW-Wisconsin Law School Library, Elizabeth Manriquez talks about the Justice Gap, who it effects, and how libraries can assist.

Technology and website support

WVLS should work with MCPL’s Library Services IT Technician to configure a new discovery layer to work with MCPL’s website to create a seamless transition with maximum functionality.

SUCCESSFULLY COMPLETED!

MCPL staff met with WVLS staff frequently in the first quarter of 2022 to ensure the new Aspen Discovery library catalog would be configured to MCPL’s expectations to best serve Marathon County library users. As part of this effort, additional permissions were granted, and settings enabled as desired for MCPL customization. They also met to ensure that the desired collections and materials would be featured in the Aspen interface and provide an overview of opportunities for featuring library materials through lists, browse categories and collection spotlights.

Multiple training sessions and recordings were provided to familiarize MCPL staff on how to use and configure the Aspen Discovery catalog, and ways in which library patrons will use it. MCPL began a soft launch on February 14 so that staff could become comfortable with the interface before rolling it out to patrons.

WVLS Aspen Discovery staff created customizable promotional material and tutorial videos for library staff and patrons. Placards were also created to promote online resources and special collections that display when library users search related keywords. For example, when a person searches “ancestry” or “family tree,” an image and link for genealogy resources appears offering access to Ancestry Library Edition, Heritage Quest, historic and local newspapers, etc. Likewise, if someone searches “engine,” links to online resources for auto-repair display.

Fiscal

Annual cost-benefit analysis presented to MCPL’s Board describing the services provided and the associated costs.

SUCCESSFULLY ON TRACK!

MCPL’s costs are being itemized, and a list of services and opportunities available through WVLS is being developed in preparation for the WVLS report to the MCPL Board in December.

Assist MCPL in finding and applying for grant opportunities as applicable.

SUCCESSFULLY ON TRACK!

WVLS SCHOLARSHIPS

Two \$3,000 WVLS Continuing Education Scholarships were provided to MCPL staff to attend the national 2022 Public Library Association Conference in Portland Oregon on March 23-25, 2022.

One \$1,800 WVLS Continuing Education Scholarship was provided to a MCPL staff member to attend the national Association for Small and Rural Libraries Conference held September 14-17 in Chattanooga, Tennessee.

Two \$1,200 WVLS Continuing Education Scholarships were provided to MCPL staff to attend the Wisconsin Library Association Conference in Lake Geneva from November 1-4.

WVLS SUMMER PERFORMER GRANTS

WVLS Summer Performer Grants were provided to MCPL to support a performance at seven locations across Marathon County. The total value of the grants was \$1,680.00

DIGITIZATION GRANTS

Throughout the year, WVLS has helped MCPL identify potential grants to support several digitization projects. WVLS assisted MCPL with a successful application for an Ideas to Action Grant from WiLS. Consideration is now being given to the National Endowment for the Humanities (NEH) National Digital Newspaper Program (NDNP).

LSTA and OTHER STATE/FEDERAL GRANTS

MCPL has been invited to participate in two technology projects available to member libraries by WVLS and its LEAN WI partners, IFLS Library System and Northern Waters Library Service. With funding from an Emergency Connectivity Fund (ECF) and American Rescue Plan Act (ARPA), WVLS is providing interested libraries with mobile hotspots and data plans, and a mobile printing service (branded as the BYOD service) from Princh.